



## DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	DEPARTMENT OF CONSUMER AFFAIRS	<b>RELEASE DATE:</b>	Tuesday, November 17, 2009
<b>POSITION TITLE:</b>	DEPUTY DIRECTOR, OFFICE OF ADMINISTRATIVE AND INFORMATION SERVICES	<b>FINAL FILING DATE:</b>	Tuesday, December 8, 2009
<b>CEA LEVEL:</b>	CEA 3	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 8,594.00 - \$ 9,476.00 / Month	<b>BULLETIN ID:</b>	11032009_2

### POSITION DESCRIPTION

Under the administrative direction of the Chief Deputy Director, Department of Consumer Affairs, the Deputy Director, Office of Administrative and Information Services Division has charge of a full range of administrative functions and has significant departmental influence; plans, directs and manages the Office of Administrative Services (OAS) and the Office of Information Services (OIS). As a member of the Department's senior management team, the incumbent will formulate, implement, and interpret departmental policies procedures; advises the Chief Deputy Director on all matters relating to the Division and Departmental operations; and sets and perpetuates the goals and objectives of the Department's vision through subordinate staff.

- Participates in the development and implementation of the Department's Strategic Plan and performance measures. Oversees and ensures implementation of the Strategic Plan and performance measures as related to the OAS and OIS. Oversees the systematic management of data that assists the Chief Deputy Director in monitoring and measuring progress. Evaluates program direction and makes recommendations regarding program activities. Manages departmental resources, in partnership with program and division chiefs, to ensure workload priorities and performance outcomes are met. Assumes a leadership role; sets program visions, and formulates strategic goals and priorities.
- Formulates, implements, and interprets Departmental policies and procedures. Oversees implementation of Departmental policies. Participates with OAS and OIS management in planning sessions. Develops organizational structures and policies that will produce high customer satisfaction ratings and develop the Department into a premier consumer protection and customer service organization in the world.
- Develops the Department's proposed budget; presents recommendations to the State and Consumer Services Agency, Department of Finance, and the Legislature. Studies proposed legislation and its effect on fiscal, business management, information services, and administrative functions of the Department and makes recommendations to the Chief Deputy Director. Represents

the Department at conferences, meetings, presentations, or other official functions.

- Advises and consults with Departmental and Board Executives, control agencies, Federal and State agencies, private industry, the media, the general public, special interest groups, and legislative staff. Testifies at legislative hearings on behalf of the Director.

## **MINIMUM QUALIFICATIONS**

Applicants must meet the following minimum qualifications:

### **Either I**

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

### **Or II**

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

### **Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

### **Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

## **KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal

## Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

## DESIRABLE QUALIFICATION(S)

- **Managerial Knowledge, Skills and Abilities** -- Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision and organizational awareness; possess the ability to manage diverse activities. Posses the ability to manage professional staff.
- **Program Analysis Skills** -- Experience in analyzing complex program issues or system problems and developing policies or specific solutions.
- **Communication Skills** -- Possess excellent oral and written communication skills demonstrating the ability to be a leader and motivator, use tact and persuasiveness in achieving results; demonstrated ability to deal with a variety of public and private persons and groups in matters of significant political and economic sensitivity. The ability to effectively interact with Executive Management, Enforcement Advisory Committee, Board Members, labor and industry representatives, elected officials, consumer groups, regulatory agencies, state agencies, the public, and federal and state regulatory authorities. Demonstrated ability to be a leader, innovator and motivator, using tact and persuasiveness in achieving results.
- **Technical Skills** -- Practical understanding and demonstrated knowledge of the Department of Consumer Affairs' policies, procedures, vision, and overall mission, and the Administrative Procedures Act. Knowledge of the laws governing the Department of Consumer Affairs.
- **Administrative Skills** -- Knowledge of the budget process, including development methods, implementation and administration of budgeting; personnel management, and business services; must possess a working knowledge of the legislative process. Knowledge of personnel rules, processes and procedures.

## EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their

examination results. The result of this examination will be used only to fill the position of **DEPUTY DIRECTOR, OFFICE OF ADMINISTRATIVE AND INFORMATION SERVICES**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

The examination process will consist of an application and Statement of Qualifications evaluation. The State of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed on this bulletin, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Education

List degrees obtained and dates received.

- Number of years and the type of external contacts (e.g., Legislature, control agencies, etc).

List the level, extent, and nature of those contacts.

- Years of managerial experience as, or equivalent in level to, Staff Services Manager II.

- Years and type of experience: making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executives, corporate executives, legislative members and staff, the media, general public and professional groups.

- Years and type of experience planning, developing and managing a complex and high profile program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.

- Years and breadth of experience in strategic planning, analyzing complex program issues, and developing policies or specific solutions.

- Years and breadth of experience in an executive management and/or leadership capacity, including departmental level strategic planning and/or policy development.

## **FILING INSTRUCTIONS**

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be

typed and no more than two pages in length.

- Resumes do not take the place of the Statement of Qualifications.

**Applications must be submitted by the final filing date to:**

DEPARTMENT OF CONSUMER AFFAIRS, Selection Services Unit  
1625 N. Market Blvd., Suite N321, Sacramento, CA 95834  
Margo Cooper | (916) 574-8305 | [margo\\_cooper@dca.ca.gov](mailto:margo_cooper@dca.ca.gov)

**ADDITIONAL INFORMATION**

Application packages must have an original signature; therefore, faxed application packages will not be accepted for any reason. The following are some options readily available to applicants for ensuring that application packages are postmarked or received by the final filing date: December 8, 2009

1. Use certified mail with the U.S. Postal Service
2. Use return receipt feature with the U.S. Postal Service
3. Ask for a receipt when hand delivering to the Office of Human Resources

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

**GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>